



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: RQ 22-005
Date Opened: 12/02/2022
Investigator: Michael Lee
Approver: Stephen Ridella
Subject: Windshield Wiper Failure

Date Closed: 05/26/2023
Reviewer: Peter Kivett

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Hyundai Motor America
Products: 2021-2023 Hyundai Palisade
Population: 167,085

Problem Description: The windshield wipers may fail while driving due to accumulating snow and/or ice.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	15	17	32
Crashes/Fires:	0	0	0
Injury Incidents:	0	0	0
Fatality Incidents:	0	0	0
Other*:	0	75	75

*Description of Other: Warranty Claims

ACTION / SUMMARY INFORMATION

Action: This Recall Query is closed; NHTSA Recall No. 23V-180.

Summary:

On August 15, 2022, Hyundai Motor America (Hyundai) filed a safety recall (NHTSA Recall 22V-627) of 122,919 model year (MY) 2020-2021 Hyundai Palisade vehicles produced from April 10, 2019 to November 30, 2020. This recall addressed windshield wipers that may function intermittently or stop functioning when impeded by the accumulation of snow and/or ice at the bottom of the windshield. Intermittent or inoperative windshield wipers could reduce driver visibility while operating the vehicle in inclement weather, increasing the risk of a crash.

On December 2, 2022, the Office of Defects Investigation (ODI) opened this Recall Query (RQ) after receiving 6 consumer complaints alleging windshield wiper failures while driving during wintry precipitation in MY 2021-2023 Hyundai Palisade vehicles (subject vehicles). These vehicles were excluded from Recall 22V-627. At the time of opening the RQ, the root cause and recall remedy were still unknown and under investigation. Thus, the RQ was opened to assess the scope and remedy of Recall 22V-627.

In its February 10, 2023 response to ODI's information request on the RQ, Hyundai provided 17 customer complaints and 75 warranty claims related to the alleged defect in the subject vehicles. Hyundai stated that the wiper systems in the subject vehicles are equipped with a different wiper motor design than the earlier-built Palisade vehicles included in Recall 22V-627. Hyundai also stated it does not believe there is an unreasonable risk to motor vehicle safety in the wiper system in subject vehicles.

On March 17, 2023, Hyundai filed a new safety recall (NHTSA Recall 23V-180) of 167,085 MY 2021-2023 Palisade vehicles produced from December 1, 2020 to November 22, 2022 when a design change was implemented. The design change, as well as the recall remedy (for both Recalls 22V-627 and 23V-180), is a redesigned driver-side wiper arm that allows for additional snow accumulation between the wiper arm and the cowl, thus reducing the load on the wiper motor and circuit breaker activation.

In view of the recall action being taken by Hyundai, ODI is closing this RQ. The agency reserves the right to take additional action if warranted by future circumstances.

The ODI complaints cited above can be viewed at [NHTSA.gov](https://www.nhtsa.gov) under the following ODI identification numbers:

11521365, 11517359, 11512295, 11509965, 11509253, 11508868, 11502146, 11501278, 11497343, 11494119, 11458548, 11450975, 11450045, 11449381, 11443330.